Human Resource Focus Team

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Human Resource Focus

5.1 Work Systems

- Work and Job Design
- Compensation and Recognition
- Employee Development

5.2 Employee Education, Training, and Development



Employee Well-Being and Satisfaction

5.3

- Key Needs—Short and Long Term
- Design of Education and Training
- Delivery and Reinforcement

- Safe Work Environment
- Support and Motivation
- Satisfaction Determination
- Relationship to Improvement Priorities

Human Resource Focus Strengths

- Providing a development path for patent examiners and trademark attorneys to full signatory authority with associated skill acquisition
- Implementing a decentralized approach to training, allowing business units to design and deliver training responsive to their needs
- Creating an extensive employee support climate with numerous programs and benefits to enhance employee well-being

Human Resource Focus Opportunities for Improvement

- Aligning employee performance requirements among the different employee groups with the performance requirements and business goals of PTO
- Evaluating the impact of training programs on organizational performance and aligning individual development needs with organizational needs
- Using the employee survey as a means to drive change and improve organizational performance and employee satisfaction levels through a structured feedback and action planning process